

Mosaic utilises a resident application to manage essential amenities, housekeeping-related information, key contact details, building updates and exclusive offers.

## HOW TO ACCESS THE APP

Residents can access the app by the following simple steps below:

1. Search **Mosaic Caretaking** on the Apple Store or Google Play and follow the prompts to install for free. Alternatively scan the below QR code.



Apple Store



Google Play

2. You should have received an email from Mosaic Caretaking with your custom username and password. **Please use these details to log in.**
3. From there, you should **automatically gain access** to the Mosaic Residential App.
4. Please contact Caretaking at 07 3171 2270 if you are having any issues logging in.



## EXCLUSIVE OFFERS


We've partnered with various local businesses, including cafes, beauty salons, cleaning services, retail shops, fitness centers and dining establishments for Resident exclusive deals and discounts.

**These offers and discount can easily be accessed through the 'Business Directory' and 'Shops & Stores' sections within our app**

We continuously refresh these offers, so we invite you to revisit this page regularly to ensure you're making the most of these valuable savings.

## AMENITY BOOKINGS

Residents can reserve all bookable amenities via the app. Below is a step-by-step guide on how to do so.

1. Open the **Mosaic Caretaking App** on your mobile device
2. Select **amenity** on the home screen 
3. Click the **+** icon in the top right corner. Note that existing bookings will also display on this screen.



4. Select the **amenity** that you would like to book.
5. Accept the **terms and conditions**.
6. Select an **available date** (greyed out dates are not available)
7. Choose a **4 hour window** that suits you.
8. Review **your booking** and click next.
9. Your booking is automatically **confirmed and will appear in your app under 'Amenity Booking'**. You should also receive an email confirming your booking.

## BUILDING NOTICES

Please note that building notices will mainly be delivered directly to your email so keep an eye out for these.

**However, emergency updates will be issued through the app as a push notification. These are automatically enabled on download of the app, however we highly recommend checking that you also have notifications turned on for the app via your phone settings.**

## NEED ASSISTANCE?

If you require assistance or have any questions relating to the Mosaic Residential App, please contact Mosaic Caretaking via the below details.

E: [caretaking@mosaicproperty.com.au](mailto:caretaking@mosaicproperty.com.au)

Ph: 07 3171 2270